

Management System: Information Resource Management

Subject Area: Computer Systems Management
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Procedure: Requesting Specialized Information Technology (IT) Equipment
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Issue Date and Revision Number: 11/19/15 0	Lead Subject Matter Expert: Lisa Rawls	Management System Owner: Ward Best
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1.0 Applicability

This procedure applies to all Environmental Management Consolidated Business Center (EMCBC) and Served Site employees that obtain Information Technology (IT) support from the Office of Information Resource Management (IRM).

Requests to take IT equipment out of the country will be addressed on a case-by-case basis and shall be coordinated with the Assistant Director, Office of Information Resource Management (ADIRM).

2.0 Required Procedure

The following process is to be used when requesting specialized IT equipment (non-standard equipment as defined in PO-IRM-205-10, Issuing Specialized IT Equipment) including, but not limited to: cellular telecommunication devices, portable computers (e.g., laptops, tablets), wireless broadband cards, and scanners. Requests will be prioritized based on mission need and equipment availability. The steps below describe the process for requesting equipment on a short-term (less than 45 days) or long-term (45 days or longer) basis.

Note: Requests for equipment as a Reasonable Accommodation must follow the EMCBC Reasonable Accommodation Procedure Guidance.

Step 1	<p>Requestor identifies need for specialized IT equipment, provides required information, and submits request (via email) to the supervisor. Requests <u>must</u> include:</p> <ul style="list-style-type: none"> • Type of equipment requested • Justification for equipment • Need-by date • Return date <p>Note: If the requestor is an Assistant Director (AD)/Federal Project Director (FPD) and the equipment is needed for less than 45 days, the request is sent directly to IT Support at helpdesk@emcbc.doe.gov, proceed to Step 5</p>
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Step 2	<p>Supervisor evaluates request:</p> <ul style="list-style-type: none"> • If equipment is needed for less than 45 days, the approved request is forwarded to IT Support at helpdesk@emcbc.doe.gov, proceed to Step 5 • If equipment is needed for 45 days or longer, the approved request is forwarded to the cognizant AD/FPD for review and approval • If the supervisor is the AD/FPD and equipment is needed for 45 days or longer, request is forwarded to ADIRM, proceed to Step 4 <p>Note: Approving the request constitutes supervisor's acceptance of responsibility for ensuring equipment is returned by specified date</p>
Step 3	<p>AD/FPD evaluates request and, if approved, forwards to the ADIRM</p> <ul style="list-style-type: none"> • If cellular telecommunication devices are to be issued on a long-term basis (longer than 45 days), the AD must provide justification by completing a Criteria for Adjudicating the Issuance of Mobile Devices form (SAP-IRM-201-05-F1) for each employee
Step 4	<p>ADIRM or designee evaluates request and, if approved, forwards to IT Support</p> <p>Note: Requests not meeting specific policy will be forwarded to the EMCBC Director for approval</p>
Step 5	<p>IT Support receives request and proceeds as follows:</p> <ul style="list-style-type: none"> • When assigning ticket, change Requestor from the supervisor or AD/FPD to the employee that is receiving the equipment • If equipment is available, the necessary steps will be taken to initiate service and the requesting employee will be notified, proceed to Step 6 • If equipment is not available, IT Support will notify IRM management and the acquisition process may be implemented <ul style="list-style-type: none"> ○ if the equipment request can be fulfilled through alternative methods (e.g., re-purposing, excess from other Government agencies), the necessary steps will be taken to secure the equipment ○ when the equipment is received and activated, the requesting employee will be notified
Step 6	<p>Upon notification, employee will pick up requested equipment from IT Support and sign the IT Equipment Check-Out Form, SAP-IRM-201-05-F2</p> <p>Note: The IT Equipment Check-Out Form, SAP-IRM-201-05-F2, also serves as the property pass and a copy should be kept with the equipment at all times.</p>
Step 7	<p>Equipment returned by specified date. If not, an email notification is sent to the employee and supervisor requesting the equipment be returned immediately.</p> <ul style="list-style-type: none"> • The Check-Out Form, SAP-IRM-201-05-F2, will be updated by IRM with the return date and maintained as a record.

3.0 References – Forms/Attachments/Exhibits

3.1 References

- PO-IRM-205-10, Issuing Specialized IT Equipment
- EMCBC Reasonable Accommodation Procedure Guidance

3.2 Forms

- SAP-IRM-201-05-F1, Issuance of Mobile Devices Application
- SAP-IRM-201-05-F2, IT Equipment Check-Out Form

3.3 Attachments/Exhibits - None

4.0 Records Generated

Records generated through implementation of this procedure are identified as follows and are maintained by IRM in accordance with the EMCBC Organizational File Plan:

Records Category Code	Records Title	Responsible Organization	Quality Records Classification (Lifetime or Non-Permanent)
DAA-GRS-2013-0005-0004	Information Technology Operations and Maintenance Records	Office of Information Resource Management	N/A

EMCBC RECORD OF REVISION

DOCUMENT TITLE: Requesting Specialized Information Technology (IT) Equipment

If there are changes to the controlled document before the two-year review cycle, the revision number stays the same; one of the following will indicate the change:

I Placing a vertical black line in the left margin adjacent to sentence or paragraph that was revised; or

I Placing the words GENERAL REVISION at the beginning of the text. This statement is used when entire sections of the document are revised.

If changes and updates occur at the two-year review cycle, the revision number increases by one.

Rev. No.	Description of Changes	Revision on Pages	Date
0	New procedure	N/A	11/19/15